



**Board Report**

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**Agenda Number:** 26.

**REVISED**  
**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE**

**FEBRUARY 15, 2018**

**SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE Monthly Update on Transit Policing Performance.

**ISSUE**

This report reflects December 2017 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff’s Department (LASD), and Long Beach Police Department (LBPD). The information in this report summarizes system-wide Part 1 and Part 2 crime data, average emergency response times, assaults on bus operators, and Metro’s fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are System Wide Part 1 and Part 2 Crimes, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

**DISCUSSION**

An end of year comparison was made of Part 1 and Part 2 Crimes for 2017 and 2016. The comparison resulted in the findings below:

| <b>Crime - System Wide</b> | <b>YR 2017</b> | <b>YR 2016</b> | <b>Variance</b> | <b>% Change</b> |
|----------------------------|----------------|----------------|-----------------|-----------------|
| Part 1 Crimes System Wide  | 1,568          | 1,714          | (146)           | - 9%            |
| Part 2 Crimes System Wide  | 1,134          | 1,663          | (529)           | - 32%           |

System wide, Part 1 crimes **decreased by 9%** in 2017 compared to 2016.  
System wide, Part 2 crimes **decreased by 32%** in 2017 compared to 2016.

**Crime stats are as follows:**

## **December**

Part 1 crime activity decreased by 18.4% system-wide compared to the same period last year. The total Part 1 crimes equated to 4.1 crimes per 1 million boardings.

Part 2 crime activity increased by 20.9% system-wide compared to the same period last year. As anticipated, the increase in activity was largely due to patrons observing officers on the system and reporting incidents in real time.

### December Summary by Mode

Part 1 crime on the rail system decreased by 15.3% compared to the same period last year. Part 1 crime on the bus system decreased by 23.4% (there were 11 less crimes committed than the same period last year). The decrease in crime can be attributed to law enforcement analytic and proactive work on areas where crime was reported high.

### **Bus Operator Assaults:**

There were eight (8) bus operator assaults reported in December, resulting in a 27.3% decrease from last year.

### **Average Emergency Response Times:**

Emergency response times averaged 7.91 minutes for the month of December.

### **Annual On-Board Customer Satisfaction Survey**

The agency thrives to improve customer satisfaction; as a result an annual On-Board Customer Satisfaction Survey is conducted. The results of the 2017 survey revealed:

- 90% of passengers feel safe while riding the bus.
- 79% of passengers feel safe while riding the rail.

### **Physical Security Improvements:**

The Systems Security and Law Enforcement Department continues to provide a secure and safe environment for our patrons and employees. An extensive test of the SPO-NX Millimeter Wave Explosive Detection Device was conducted at 7th and Metro during the week of December 11th. Metro Security Officers were utilized to screen passengers and the subject matter experts from TSA supported the project by providing technical assistance. The leveraging relationship with TSA is bringing the newest technology to Metro's operations. There was significant press coverage at the event and as a result there were comments made by New York's Senator Schumer. He stated that TSA needed to test new technology on the New York subway system as well.

The security enhancement equipment (Mobile Command Vehicle, the Lex Ray camera platform, and Ready Ops) attained from Metro funds, Federal, and State grants, continue to provide a state of the art surveillance posture. The command and control sites successfully integrated all the security equipment during the New Year's count down at Grand Park the Rose Parade, the Rose Bowl game, and the Rams Playoffs game; resulting in an enjoyable and safe environment for many. In

preparation to support the Crenshaw/Green Line Tie In project, arrangements are being made to incorporate available technology such as drones and microwave intrusion detection devices to secure several locations within the perimeter during the construction period.

The preparations for the physical security assessment of Metro's Bus and Rail facilities started at the beginning of December; the actual assessments will commence in January 2018.

### **Significant Activities:**

#### ***Los Angeles Police Department***

- **12/1/17-** The Special Problems Unit conducted an undercover operation on the Expo Line. A total of 15 suspects/subjects were detained/identified and 4 were arrested.
- **12/3/17-** Officers were alerted at the Red Line Vermont/Beverly Station of a suspect who was wanted for Felony Sexual Battery and an outstanding warrant, the suspect was detained and booked.
- **12/16/17-** Officers working at the Red Line Westlake/Mac Arthur Park Station were informed of a lone child riding the train. The child was returned to the parents after an extensive search of the child's guardians.

#### ***Los Angeles County Sheriff's Department***

- **12/21/17-** Deputies responded to a victim who was pushed onto the rail tracks at the Gold Line Citrus Station. The suspect was detained and arrested.
- **12/24/17-** Deputies were alerted of an operator assault at the Blue Line Artesia bus layover. Suspect fled the scene but was subsequently located by assisting units. Suspect was arrested for a misdemeanor.
- **12/29/17-** While monitoring CCTV, Deputies observed an assault with a deadly weapon at the Blue Line Willowbrook/Rosa Parks Station. Suspect was located and arrested. Victim was treated by paramedics and received medical treatment on location.

#### ***Long Beach Police Department***

- **12/9/17-** Officers patrolling the Blue Line Willow Station parking structure observed a transient who was sleeping in one of the elevators. Upon further investigation, it was revealed that the individual was in possession of stolen credit cards. Suspect was detained and arrested.

- **12/9/17-** A train operator alerted Officers of a bomb threat at the Blue Line Wardlow Station. Suspect who made the threat fled the scene; as a result precautionary measures were implemented.
- **12/24/17-** Officers observed a subject smoking on a train at the Blue Line Pacific Coast Highway Station. Once they made contact, subject was found to be an ex-felon in possession of a loaded handgun and drug paraphernalia. An arrest was made.

**Community and Problem Oriented Policing Activities:**

Transit Law Enforcement participated in the Toys & Joys Holiday Event at the Orthopedic Institute for Children during the month of December. Law enforcement representatives interacted with patients, family, community members, hospital staff, and volunteers as they assisted with gift distribution.

**Metro’s Ongoing Homelessness Outreach Efforts:**

In spring 2016, Metro created a Metro Homeless Task Force to address the homeless that have turned to the Metro system and properties for alternative shelter. Out of that task force, Metro created the Transit Homeless Action Plan which was presented to the Board of Directors in February 2017. The Action Plan’s main goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated homeless outreach to those homeless in need. Parts of the plan’s components include Metro’s coordination with County, City Measure H, and Measure HHH. The plan also calls for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as motioned by Metro’s Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless to ultimately get them in housing resources. Efforts are being taken to streamline the reportable data to the Board from the C3 teams, HOPE/ TSD teams and the MET teams.

**Metro’s C3 Homeless Outreach Teams:**

Metro’s C3 Homeless Outreach Teams’ twelve-month pilot program began on May 22, 2017. Since the program’s launch, the teams have provided substantial homeless outreach. They have accomplished 2,150 total unduplicated homeless contacts and 404 of those have been placed into permanent housing solutions. Next month, reportable data provided will include the communication between law enforcement and the C3 teams while maintaining personal confidentiality.

**C3 Homeless Outreach May 22, 2017 through December 31, 2017:**

| Performance Measure   | Monthly Number Served | Fiscal YTD Number Served |
|---|-----------------------|--------------------------|
| Unduplicated individuals initiated contact (pre-engagement phase) | 100                   | 2,150                    |
| Unduplicated individuals engaged (engagement phase)               | 46                    | 1,472                    |

|   |    |     |
|---|----|-----|
| Unduplicated individuals who are provided services or who successfully attained referrals   | 45 | 754 |
| Unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing) | 18 | 174 |
| Unduplicated individuals engaged who are successfully linked to a permanent housing program   | 12 | 213 |
| Unduplicated individuals engaged who are permanently housed   | 2  | 17  |

**C3 Coordination with Law Enforcement**

With Metro System Security and Law Enforcement personnel as the lead, Metro’s C3 teams coordinate with LAPD’s Homeless Outreach and Protective Engagement (HOPE) Teams, LASD’s Mental Evaluation Teams (MET), Long Beach PD, and Metro’s Transit Security Officers, in an effort to engage the homeless and provide placement into services. These law enforcement entities provide gap service to the Red Line when the C3 Teams are off duty and provide outreach support for the rest of the system that is not part of pilot program. LASD’s MET teams consist of Deputies paired with clinicians and the Department of Health LAPD’s HOPE teams consist of Officers who partner with LAHSA, the LA City Attorney’s Office and the LA City Department of Sanitation for homeless outreach response.

Los Angeles Police Department HOPE Teams

LAPD Transit Bureau homeless outreach totals the HOPE team contacts plus the patrol / Transit Services Division (TSD). Therefore, LAPD’s December 2017 homeless outreach is the following:

| Action                         | HOPE | TSD | TOTAL |
|--------------------------------|------|-----|-------|
| Contacts                       | 172  | 167 | 339   |
| Referrals                      | 8    | 6   | 14    |
| 5150 Hold                      | 6    | 12  | 18    |
| Mental Illness                 | 16   | 4   | 20    |
| Substance Abuse                | 18   | 21  | 39    |
| Veterans                       | 5    | 5   | 10    |
| Shelter                        | 1    | 2   | 3     |
| Motel With Housing Plan        | 2    | 0   | 2     |
| VA Housing                     | 0    | 0   | 0     |
| Return To Family               | 0    | 0   | 0     |
| Transitional Long-Term Housing | 1    | 1   | 2     |
| Detox                          | 2    | 1   | 3     |
| Rehab                          | 0    | 0   | 0     |

*Sheriff Mental Evaluation Team (MET) Contacts and Efforts*

| Location/Action | Contacts |
|-----------------|----------|
|-----------------|----------|

|                                 |            |
|---------------------------------|------------|
| Bus Contacts                    | 75         |
| Rail Contacts                   | 305        |
| DMS Contacts                    | 0          |
| <b>TOTAL CONTACTS</b>           | <b>380</b> |
| Transports to Outreach Services | 31         |
| 5150 WIC Transports             | 8          |

Long Beach Police Department

Efforts continue focus on preventing Willow Street Parking Station elevator from becoming form shelter for the homeless. Subjects are constantly warned, provided City of Long Beach Homeless Resource Pocket guides, and offered transportation to Multi-Service Center. On December 6, LBPD met with the Long Beach Health Department Homeless Multi-Service Center to discuss homeless outreach on the Blue Line in Long Beach.

**Metro’s Encampment Protocol:**

LAPD HOPE and Sheriff MET teams are actively providing enforcement and outreach on city properties abutting Metro, while Metro is in the process of creating their own encampment protocol. Metro has met with LA City Prosecutor’s office to identify protocol requirements under the City Sanitation Department’s 56.11 to determine where and how to replicate a similar process at Metro where appropriate.

**Additional Resources and Partnership:**

Metro’s Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers to conduct outreach on Metro properties. It would be in Metro’s interest that these outreach workers go past the fare gates to conduct outreach on platforms and if appropriate inside trains. These additional 40 outreach personnel will conduct their outreach starting in January 2018.

The County continues to work on their full breath launch of the 2-1-1 hotline to provide homeless resources. For winter months, Metro has provided all law enforcement and Metro staff a winter shelter resource list for 24/7 operation.

Metro will partner with LAHSA in the 2018 LAHSA Homeless Count on January 24, 25, and 26. Metro has developed the count methodology in concert with LASHA to best meet Metro’s service needs while LAHSA and the United Way will provide the volunteers. The count will occur at 5am all days of the count to capture evening sleepers.

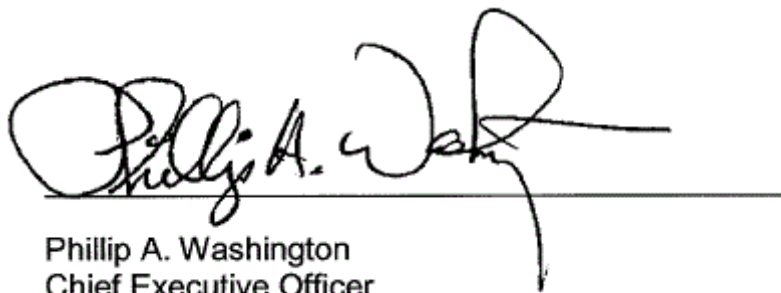
**..Attachments**  
**ATTACHMENTS**

- Attachment A - System-Wide Law Enforcement Overview December 2017
- Attachment B - Supporting Crime Data December 2017

Attachment C - Key Performance Indicators December 2017

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